DeskPRO Build #5.5 Released

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Release version #5.5

We are excited to release a new version of DeskPRO which has a number of new features, bug fixes and improvements.

Features

- Added the ability to filter the reports dashboard by team- more info [here](#)
- Ability to extract Zip (gzip/tar) files and download specific files only- more info [here](#)
- Added Hijri calendar (Arabic) for custom date fields- more info [here](#)
- Added option to disable CSP headers (On-Premise helpdesks)- more info [here](#)
- Added ability to disable certificate validation for SMTP outgoing email settings- more info [here](#)

Improvements

- We have added a number of performance improvements:

1. Reduced memory usage on busy helpdesks and/or when DeskPRO is open for long periods of time

2. Overall performance improvements (e.g. opening tickets, closing tickets, switching between tabs)

- Added new APIs for the chat widget

- Added agent shortcut URLs for perma-linking to tickets, chats, users, organizations and content

```
/agent/go/ticket/{ref}

/agent/go/ticket/{id}

/agent/go/person/{id}

/agent/go/person/{emailAddress}

/agent/go/organization/{id}

/agent/go/article/{id}

/agent/go/download/{id}

/agent/go/news/{id}

/agent/go/feedback/{id}

/agent/go/chat/{id}
```

Fixes

Chat

Number of connected agents on live chat were not linking correctly with chat •
departments by brand

Under Admin > Site Widget & Chat Settings > Chat Settings, usergroup permissions •
were not allowing you to select custom usergroups

Ability to delete chat transcripts from the agent interface has been added •

Issue with reopening a chat resolved - could not reopen after ending •

Improvements made to using chat on landscape mode on mobile devices •

Disabling the user portal made removed ability to use chat widget on external sites •

Left edge of proactive chat widget pop up was missing •

Chat was only working if 'Ask for more information before chat commences' was •
turned on

IP ban on live chat was not working •

Missing translations in chat widget fixed •

If you view a chat as an agent but don't join, incorrect notification messages were •
'appearing e.g 'Agent X joined/left the chat

Admin

When viewing an agent an error will display if they have access to 'Can create new •
tickets' but do not have access to any departments

New department or email account was showing a warning that triggers were disabled •
((when they were not

You could not create automations or filters based on child fields •

 Lockout time for ticket 'lock' feature was not displaying options •

 CSV import timeout error •

Audit logs added to track when an agent is deleted and turned into a user •

If users names are not provided in a CSV import, create based on their email •
addresses

When you add a new brand it was automatically adding it to all departments •

Email templates were not picking up when portal was disabled and hiding the links to •
portals accordingly

Notice added to department and email account secions when trigger groups are •
disabled

CRM CSV importer was not importing/ mapping phone numbers •

Agent

When creating News/Knowledgebase articles with the status Unpublished, an •
automatic publish date was being added for the same day

Waiting time grouping for tickets was incorrect for >6 month category •

mention notifications are always accessible to agents even when setting to prevent@ •
notification changes is turned on in Admin

Creating linked tickets was not bringing across the first user message •

Time Log and Billiing issue with the Dutch language pack- minutes and seconds •
charges were not saving

Custom user fields were not appearing on agent ticket properties form in some cases •

Could not edit per org custom fields on agent ticket layout using click-to-edit •

When tasks have a long title, gets wrapped and hard to see all of the text - you can •
now hover over it to see full text

Mass actions were remaining selected •

Issue with browser notifcations appearing in language set of other agents •

Improvements to agent reset password permalink •

Ticket date field before 2002 will not allow ticket resolution •

Snippet shortcut codes not working in agent interface for mass actions •

User Interface

Prevented bots from clicking vote buttons on content •

Search from the search box in 'Tickets' was not returning results by ID or REF code •

Calendar widget was not working in ticket edit mode in the user portal •

Downloads file type was lost after the latest version •

Fixed poor perfromance on ticket list on some large helpdesks •

Sidebar with disabled news caused portal to fail to render •

Upload picture phrase from 'Your Account' was missing •

Counts of knowledgebase articles for the first category were displaying incorrect •
counts

Contact form submission error 'expired' on intranet account •

Usersource, Apps & API

API login does not enforce rate limits •

Inability to create organization properties tab via Widget creator •

Usersource syncing was broken - Active Directory •

Fixes to the Magento app •

SAML auth with Azure and Office365 were not working •

Usersource login action to add label was failing with duplicate error •

'Updating organization data was failing on 'Phone Number' and 'Country •

Issue with SSO not taking you to the last page you were on •

Creating a ticket through API v2 was not adding SLAs automatically •

On-Premise Errors

File integrity check was failing on last build •

DBVerify was failing with a negative file size •

Logging warning when cleanup was failing on cron •

Exception: 0 An exception has been thrown during the rendering of a template •

A non-numeric value encountered •

Maximum execution time of 40 seconds exceeded •

Admin > Server > Incidents > View Incident was returning HTTP 500 errors •

**If you are using DeskPRO Cloud, we will roll out this update to your helpdesk
.soon**

**If you are using DeskPRO On-Premise, you can update your helpdesk to the latest
.version from your admin interface**